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(54) **Trouble-shooting system for telephone system**

(57) A trouble-shooting mechanism is incorporated into a telephone service technician's portable computer unit, to enable a craftsman, to respond to a trouble ticket. By analyzing multiple sources of information, including user inputs from the craftsman, parametric data embedded in the trouble ticket, test data obtained through the execution of local tests, and remote test data, the trouble-shooting mechanism derives and suggests a problem solving strategy that appears accurate. The system architecture includes a trouble-shooting application engine, and an associated set of databases, one of which is a knowledge database, and the other of which is a shared, parameter database. The knowledge database contains rules and static parameters which define the characteristics and behavior of the application engine. These rule sets and information are telephone line trouble-shooting specific.

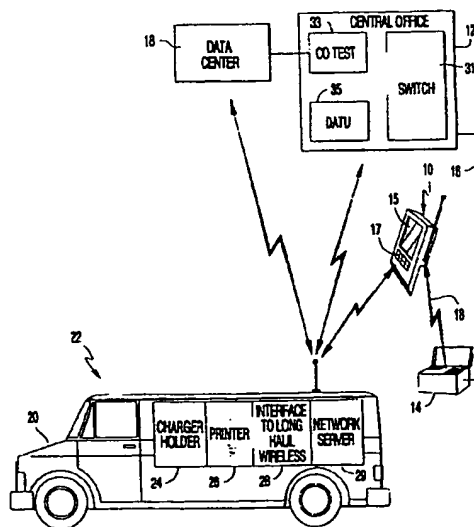


FIG. 1



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EUROPEAN SEARCH REPORT

Application Number
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| DOCUMENTS CONSIDERED TO BE RELEVANT | | | |
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| Category | Citation of document with indication, where appropriate, of relevant passages | Relevant to claim | CLASSIFICATION OF THE APPLICATION (Int.Cl.6) |
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| A | US 4 977 399 A (PARK DANIEL J ET AL) 11 December 1990 (1990-12-11) | | |
| | | | TECHNICAL FIELDS SEARCHED (Int.Cl.6) |
| | | | H04M |
| The present search report has been drawn up for all claims | | | |
| Place of search THE HAGUE | | Date of completion of the search 4 October 1999 | Examiner Megalou, M |
| <p>CATEGORY OF CITED DOCUMENTS</p> <p>X: particularly relevant if taken alone Y: particularly relevant if combined with another document of the same category A: technological background O: non-written disclosure P: intermediate document</p> <p>T: theory or principle underlying the invention E: earlier patent document, but published on, or after the filing date D: document cited in the application L: document cited for other reasons A: member of the same patent family, corresponding document</p> | | | |

EPO FORM 1503 (03/82 (P04C01))

**ANNEX TO THE EUROPEAN SEARCH REPORT
ON EUROPEAN PATENT APPLICATION NO.**

EP 95 30 8134

This annex lists the patent family members relating to the patent documents cited in the above-mentioned European search report.
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04-10-1999

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